

Hamby Heads Home

Club Member Jerry Hamby retires from GSD Automotive Fleet Services after 38 years with City.

Story by Arlene Herrero, Club Counselor

Photos by Angel Gomez, Member Services Manager

Robert Gerald Hamby, better known as Gerry to those who know him, retired with a celebration March 24 at Odyssey Restaurant. He had worked for the City for 38 years, and retired from the GSD Automotive Fleet Services.

Hamby, an Automotive Supervisor, has been a Club Member since 1967.

Jerry was born June 9, 1946, in Los Angeles. His siblings are John, Joanne and Daniel.

Jerry attended Verdugo Hills High School in Tujunga and graduated in 1961. He met his wife, Judy, in June 1964 over fence when she asked Jerry to move a piece of furniture. "He has been

moving furniture ever since," she told *Alive!*

Their first date was on July 4, 1964. They became engaged Sept. 10, 1964 and were married Jan. 23, 1965, having recently celebrated their 40th anniversary.

Jerry started with the City as a Kennelman March 6, 1967, at Valley Animal Shelter, working nights. He told Judy he couldn't do it, as he liked animals. Judy said she told him to hang in there, that something else would come up.

Jerry then became a Garage Attendant June 15, 1969, at Devonshire Police Station and offered the Equipment Mechanic Apprenticeship program. In November 1971 he became Equipment Mechanic at North Hollywood Shop and transferred to Raymer Street July 5, 1978. Jerry became an Automotive Supervisor May 12, 1992.

Jerry's 38 years with the City, combined with his wife Judy's 42 years of City service, totals 80 years of dedicated City service. Incredible!

Congratulations, Jerry, on your retirement. And thanks to Judy for the biographical information.



Jerry and Judy Hamby with their family.



Jerry's friends from high school included, from left: Edi McMillan, Richard Bortolott and Linda Bortolott.



From left: Betty and Jack Khteian, GSD, Retired; and Joan and Dick Ronning, GSD, Retired.



Back, from left: Alvin Y. Glain, General Manager, GSD, Club Member; and Anthony R. De Clue, Assistant General Manager, GSD, Club Member. Seated: Jim Bonville, Director, GSD Fleet Services; Victor Martin, Equipment Superintendent, Area II, Club Member; Kevin Lee, Auto Engineer, Club Member; and Dave Wilson, Equipment Superintendent.



Back, from left: Paul Fox, GSD Fleet, Helicopter Maintenance; Joe Fosselman, GSD, Helicopter Maintenance, Club Member; and Tom Kaswki, GSD, Supply Service City Hall. Seated: Doug Yuretzian, GSD, Helicopter Maintenance; Mike Pattison, GSD, Helicopter Maintenance; and Dave Honeywell, GSD, Helicopter Maintenance



Jerry Hamby holds his City Council Resolution scroll. From left: Jim Bonville, Director of Fleet Services; Jerry Hamby, Retiree, Club Member; and Anthony R. De Clue, Assistant General Manager, GSD, Club Member.



From left: Jim Acosta, GSD Fleet, Retired; and Paul Hamasaka, GSD, Retired.



Standing, from left: Frank Flores, GSD, Club Member; Frank Flore Sr., DWP, Retired; and Robin Yarrow, GSD, Club Member. Seated: Larry Petta, GSD Fleet, North Hollywood Shop, Club Member; and Phil Bakerink, GSD Fleet, North Hollywood Shop, Club Member.



From left: Grandson Gavin with Judy Hamby.



From left: Don Diener, GSD, Club Member; Pamela Bendixen, GSD, East Valley; John Kidwell, GSD; Paul Hamasaki, GSD, Retired; and Robert Quezada, DOT.



From left: Ralph Sellers, ITA; and Ingvar, ITA.



From left: Beverly Batiste, GSD with Alli Taylor, GSD.



From left: Cefe Munoz, Bureau of Engineering; Fred De Hoyos, Bureau of Sanitation; Rufus Manuel, GSD Fleet, Club Member; Peter Lovio, GSD North Hollywood, Club Member; and Randy Smith, GSD, Retired.



From left: Anthony R. De Clue, Assistant General Manager, GSD, Club Member; Jerry Hamby, Retiree, Club Member; Alvin Y. Blain, General Manager, GSD, Club Member; and Jim Bonville, Director, GSD Fleet Services.



Mr. Victor, left, presents Jerry a Recognition Certificate, and Mr. Cain (right) presents Jerry with an Appreciation Certificate.



Standing: Gary Miller, GSD, Retired. Seated: Neil Niblett, GSD, North Hollywood; John Dilk, GSD, North Hollywood, Club Member; Ed Braban, GSD, North Hollywood; Mike Ryan, GSD, North Hollywood, Club Member; and Eric Guzman, GSD, North Hollywood.



Standing, from left: Steve Cheney, DOT, Club Member; and Larry Bickett, DOT. Seated: Eric Hildebrand, DOT; Dan Wyatt, DOT; Don Wade, DOT; Bill Robinson, DOT; and Mario Amper, DOT, Retired



From left: Rudy Loya, Rec and Parks, Club Member; Maricela Feliciano, Rec and Parks, Club Member; Bob Potter, Superintendent, Solid Resource at West Valley; and Gilbert Palomares, Supervisor, Solid Resource at West Valley.



Back, from left: Mike Ulloa, GSD, North District; Calvin Huff, GSD, North District, Club Member; and Howard Tapia, GSD, Retired. Seated: Sean Sullivan, GSD, North District; Mike Bishop, GSD, Retired; Waldo Matthews, Bureau of Sanitation; Reid Obaz, GSD, North District; and Aradio Rajoy, Supervisor Solid Resources at Van Norman, Club Member.



From left: Jerry Hamby, Retiree, Club Member; Frank Flores, GSD, Club Member and representative of Local 347.



Standing, from left: Jim Acosta, GSD; Larry Reynosa, GSD, Club Member; and Bob Rodriguez, GSD Retired. Seated: Richard Coulson, GSD Area II Headquarters, Club Member; and Dwain Ulbrich, Survey.



From left: John Gale, nephew-in-law; Jerry Hamby, Automotive Supervisor, Retiree, Club Member; Judy Hamby, Spouse; and Misty Gale, niece.



Back, standing, from left: Joe Miller, Building and Safety, Retired, with his wife, Rockie. Seated: Bobbie and Sid Kirshner, DOT, Retired; and Bob Campbell, GSD, Retired.



Standing, from left: Randy Oshiro, GSD, Maintenance, Club Member; Kevin Dawson, GSD, Club Member; and Armando Arredondo, GSD. Seated: Diana Quirola, GSD, Club Member; Michelle Garley, GSD; Randy Lowry, GSD, Club Member; and Rick Lowry, Retired Rec and Parks, Club Member.



From left: Ron Bahn, Auto Electrician, GSD, Club Member; and Jerry Hamby, Retiree, Club Member.

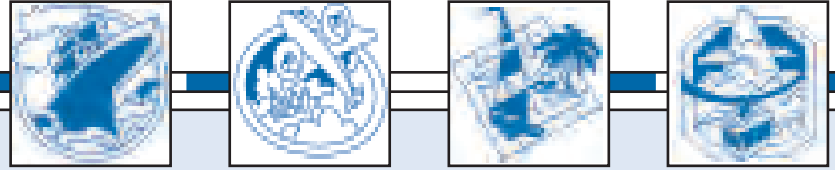


From left: Jody Carleton, Rec and Parks; Dan Morley, Rec and Parks; Debbie Samarini, GSD, Club Member; and Stefanie Smith, Rec & Parks; Club Member.



Ron Bahn assists his son, Justin, as he gets ready to sing a song in Jerry's honor.

OFFICIAL CLUB PARTNER



TravelTalk



by Tony Adler, President, Cruise and Resort, Inc. Club Travel Partner

Using Club Travel Partner Can Pay Off for Members

Most of you who have been reading this column regularly know that I am bluntly honest. I pull no punches. The facts are that there are certain things that a good travel agent can do that will enhance your trip, and some things that you can do just as well yourself.

Since we are your Club partner for travel, it might sound like I am shooting myself in the foot from a business perspective. Really, I am not. Our commissions are small on any single booking. We depend on earning loyalty based on our honesty and integrity. Over time, we earn our money because of how we take care of our customers, sort of like an insurance agent makes his money over time.

So here's where we can and cannot provide value:

Airline Tickets

We are not especially useful for booking domestic economy air. We can find you the lowest fare, but most people are sophisticated enough on a computer to go to the airline Websites and find the lowest fares themselves. We charge a service fee for airline tickets, which you can avoid by doing it yourself. We really just cover our costs, and there isn't a whole lot of value we provide here. Why not just be honest about it?

When it comes to international air or business and first class domestic air, we frequently have better deals than you could find yourselves. Without going into a lot of detail, these are basically consolidated airfares, which means we combine with several other top agencies nationwide to negotiate lower airfares with certain airlines. They have more profits built into these types of tickets, so there is more negotiating room. Our clients benefit because our negotiated fares are lower. We recently saved a couple more than \$8,000 on a few first class air tickets to Greece. Exact same airline and exact same flights. Right now, they are pretty impressed with our company.

Airline tickets are a commodity. Our only value here is if we are able to save you money or save you enough time to justify our ticketing fees. Truthfully, the flight attendant will not give you better service because you booked your tickets at Cruise and Resort, Inc.

Cruises, Hotels, Tours, Spas, Corporate Meetings

This is where we are very valuable. Our prices are almost always competitive or better than the best Internet rates, but it's the other elements that prove our value. Service does matter. So do our relationships. These are not commodities. Not all rooms at the hotel or on a ship are the same. If you can get a better room simply because you are a Club Member, shouldn't you take advantage of that? We represent an enormous chunk of business to most of the companies we work with. This translates into upgrades and added amenities at many of the properties and cruise lines we work with. So, no additional costs, and often added goodies. Sort of a no-brainer! You can make the hotel reservation yourself if you want, but why not take a shot at getting something more for your money?

The desk clerk at the hotel often looks at an Internet or direct booking differently than a booking made through their own sales department. Can we guarantee that you will be treated better at every hotel you go to? No. You just increase your odds. At many luxury properties, we know in advance many of the extras you will receive, simply by being a Club Member and booking with Cruise and Resort.

Our relationships can save the day when something goes wrong. Do you think the dot-coms were of much help when people were stranded due to the tsunami? When the hotel in Hawaii puts you in an ocean-view room where you would have to stretch your neck ten feet from your balcony to actually see the ocean, it is nice to be able to call your agent (with some clout at the property) on a toll-free number and have him or her do the fighting for you. We don't find those situations to be very enjoyable either, but we would rather resolve the situation quickly and efficiently for our clients than force them to deal with it for hours or days. Subject to reasonable expectations, we are the advocates for our clients.

Travel Agencies and You

The travel industry has changed rapidly, much of it due to advances in technology. To survive and prosper, you have to have something extra to offer, or some sort of specialization. Some agencies are simply marketing vehicles to have you book your own travel, of which they get a cut. A high percentage of their revenues are spent on advertising. Our agency specializes in associations (like the Club) and upscale travel planning for all types of individuals and groups. Our clients want to talk to somebody, and then be able to talk to the same person again and again. Relationship marketing is our niche. It is what makes us truly different.

In addition to our more traditional travel services, we also have a network of independent agents with their own affinities and relationships they work with, adhering to our strict service standards and guidelines. Our independent agents pay a \$495 fee for training and affiliation, and then a yearly association fee. If their family, friends and associates combine for at least \$100,000 in travel yearly, it can be a wonderful part-time job that earns thousands of dollars. A meeting planner who does a tremendous amount of work and usually earns nothing extra can actually make money just by being affiliated with our organization. The travel benefits are nice, too, but we don't hype them a lot because travel can still be expensive, even if you are getting big discounts. Also, the agents who sell the most get the most benefits. If you are doing a lot of travel planning for yourself, friends, organizations or your office, it may make sense to check into our program for independent agents. We don't accept everyone who applies, but we would be happy to talk with you. You can learn more about it at www.cruiseandresort.com and clicking on Join Our Team at the bottom of the home page.

We would sure love to assist you with all your travel needs - short weekends to extended vacations; hotels and villas to cruises, tours and spas. We really love working with Club members!

Call your Club representatives at (888) 652-6400 - Julie, David or Kristy - to talk about any travel destination. Be sure to mention that you are a Club member for your maximum discounts.